

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

UNITED STATES PATENT APPLICATION

In re Application of :)
Betty Bird) **Examiner: Rajiv J. Raj**
Application No: 10/542,037)
Filed: 07/13/2005)
Name: CONSUMER CARE)
MANAGEMENT METHOD)
AND SYSTEM)

RESPONSE TO OFFICE ACTION
AND AMENDMENT UNDER 37 C.F.R. § 1.111

Dear Examiner Raj:

We write in response to the Office Action dated June 25, 2008 in the above referenced U.S. Patent Application. Applicant thanks the Examiner for his time and assistance in reviewing this application and writes to provide the following in response:

Remarks/Arguments begin on page 2 of this response.

Amendments to the Specification begin on page 15 of this response.

Amendments to the Claims begin on page 16 of this response.